

REXEL G. SAAVEDRA

Block 9 Lot 48 Estrella Homes 4 Brgy. Toclong Kawit, Cavite

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OBJECTIVE:

To utilize and maximize my competency and make a legacy in the company, to work with team spirit and having a motivation to be able to attain the goals of the company

WORK EXPERIENCE:**Verizon: Manage Network Operations**

Sept. 17, 2012 - Up to present

Enterprise Network Operations Center Data L1 support

- . Function as Team lead/engineer for network incident reports/tickets
- . Engage with carrier regarding circuit issues and collaborate for further investigation
- . Work with Cisco/Field engineer, Cisco TAC if need further checking and/or to RMA the part
- . Manage approval for technician dispatch and Cisco router/switch replacements.
- . Attend bridge calls or escalated issues
- . Keep customers updated on efforts aimed at restoration of their services and maintain accurate logs of trouble isolation and repair efforts.
- . Work diligently and with quality by including events, actions, decision and escalations
- . Provides coordination to management team for continuous improvement of team operations and process

Managed Network Services Operation Voice L1 support

- . Support Voice System of Morgan Stanley
- . Support the team/lead for any circumstances
- . Support daily tickets of Incident Management for telephony issue
- . Attend bridge calls or escalated issues
- . Keep customers updated on efforts aimed at restoration of their services and maintain accurate logs of trouble isolation and repair efforts.

DTSI - Rapid Response Engineer

Oct. 11, 2010 - Sept. 14, 2012

- . Provides with detailed technical information regarding PABX equipment
- . Studies and evaluates system traffic reports and CMS reports
- . Provides clients with upgrade provisions and recommendations
- . Provide maintenance on AVAYA, CMS.
- . Provides total communications solution from end to end on all clients
- . Install AVAYA per projects with Implementation Team
- . Design project structure, timetable and analysis for prospective clients
- . Handle AVAYA trouble ticket from client with 24/7 support
- . Assist the client via remote or via phone during RSE duties
- . Handle Nice, CMS, Verint Administration

DTSI - Onsite Engineer

Dec. 15, 2008 - Oct. 8, 2010

- . Relocation of Port Network 1,2,3,4 of BDO
 - . Install and Activate IPSI, Medpro, CLAN Cards, DS1 card, CO trunk card
 - . Create and activate analog/digital phone lines
 - . Configure and install Avaya IP phone
 - . Isolate problems if the line was disconnected
 - . Survey the location of the person who requested
 - . Nice logger cabling installation for digital and analog phone
 - . Survey for user requirement of voice and data port
 - . Submit service report
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CERTIFICATES:

- . Avaya Certified Implementation Specialist
 - Avaya Aura Communication Manager Implementation 5.2.1
 - Avaya Aura Communication Manager and CM Messaging - Embedded (R6.x)
- . Avaya Certified Support Specialist
 - Avaya Aura Communication Manager and CM Messaging - Embedded (R6.x)
- . ITIL Certified V3 Foundation

TRAINING:

April 15 - 19, 2013
Trendsnet Makati
.Avaya Aura Communication Manager and CM Messaging

November 26 - 30, 2012
Trendsnet Makati
.Avaya Media Servers and Media Gateway Implementation Workshop

SPECIAL SKILLS:

- . Knowledgeable in in-house cabling fault isolation and data cabling installation
- . Knowledgeable in 110-block installation

PROFILE:

Age : 30
Birth Date : December 29, 1985
Height : 5'5"
Weight : 142 lbs
Languages : English, Tagalog

CHARACTER REFERENCES:

Mr. Julius Villagrancia
Manager
Manage Network Operations
Verizon

Mr. Ralf Vincent Recabar
Supervisor
Rapid Response
DTSII

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